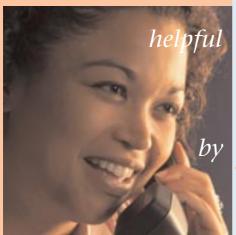
CIGNA HealthCare 24 - Hour

HEALTH INFORMATION LINESM



health information by phone

anywhere anytime



it's 2 a.m. your child has a fever

Or you're traveling, you don't feel

well, and you're unsure about the

symptoms. Or you helped a friend

on moving day, you injured your

back, and now you don't know

if you should treat yourself or

see your doctor. The answers

are as close as the phone.

CIGNA HealthCare 24-Hour Health Information LineSM

Just call the toll-free number on your CIGNA HealthCare ID card.



call us whenever you need us

The CIGNA HealthCare 24-Hour Health Information LinesM is always open. Call any hour of the day or night, any day of the year, for helpful answers and reliable information on a wide range of health-related topics.

speak with a CIGNA HealthCare health information nurse

Get detailed answers to your health care questions, directions to the nearest medical facility or pharmacy, helpful home care suggestions, or help with accessing emergency or urgent care.

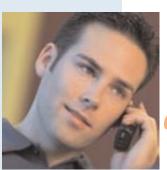


or choose a program from our health information library

Listen to recorded programs on topics ranging from injuries and illnesses to wellness and fitness. Hundreds of programs are available; this guide is your complete directory.

- Simple voice prompts quickly guide you to the information you need.
- The 24-Hour Health Information Line travels with you you can call from any phone, anywhere in the U.S.
- You can call, and so can any family member covered by your CIGNA HealthCare plan.

The CIGNA HealthCare **24-Hour Health Information Line** is just one of the benefits of choosing CIGNA HealthCare.
We hope you'll find it helpful and convenient. Be sure to keep this guide handy, and don't worry, wonder or wait — whenever there's a question about health, just call. We'll be here!



any phone anywhere



health information nurses

A specially trained team of registered nurses is on duty around the clock. Your nurse will ask you a few questions about your symptoms and situation, then direct you to the type of care that should make you more comfortable.

- If your condition doesn't require immediate care, your nurse will recommend steps you can take to be more comfortable until you see your doctor.
- If you're away from home, your nurse can help you locate nearby doctors, facilities and pharmacies.
- If you need urgent care, your nurse will direct you to the nearest qualified provider or facility.
- If it appears that you need emergency care, your nurse will direct you to call
 911 or other emergency services in your area. Your nurse will help you access the appropriate services.
- If you're directed to seek immediate medical attention, we'll provide your doctor with the details. This information becomes part of your medical records, to update your health status and alert your doctor to the need for follow-up care if necessary.

the health information library

You can listen to tapes on topics ranging from aging and women's health to nutrition and surgery. The tapes are regularly updated to include new treatments and medical data. You can listen to as many tapes as you like, and this booklet includes a handy directory to hundreds of subjects.

it's simple to use, easy to understand

- Just call the number on the back of your CIGNA HealthCare ID card.
- Follow the simple instructions that quickly guide you to the information you need. If you have a rotary-dial phone, stay on the line for assistance.
- Use this handy directory to enter the code numbers of the programs you'd like to hear.
- There's no limit to the number of programs you can request in a single call.

nurses are always standing by

To speak with a health information nurse at any time during your call — even if you're listening to a library tape — our system will quickly and automatically connect you.

call us if you're concerned or just curious

- Use the **24-Hour Health Information Line** for helpful, everyday health information on all sorts of subjects, from sleeplessness to sunburn.
- You'll really appreciate this service if you have young children.
- If you're vacationing or traveling on business, if you're retired and travel often, or if you have kids away at school — the **Health Information** Line is a valuable first step in learning about and caring for everyday health matters.

Don't wait, don't wonder, or possibly delay necessary treatment or helpful self-care. Call the CIGNA HealthCare 24-Hour Health Information Line and get the information you need. Quickly and easily.



quick, easy information

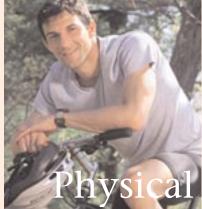
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